



# COMMONWEALTH of VIRGINIA

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CHIEF OPERATING OFFICER/SECRETARY TO THE BOARD  
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July 29, 2009

### **ADDENDUM NO. 1 TO ALL OFFERORS:**

Reference:	RFP No.:	S-021-09
	Dated:	July 10, 2009
	Commodity:	Point-of-Sale System Hardware
	For Delivery To:	Department of Alcoholic Beverage Control
	Pre-Proposal Conference:	July 23, 2009 @ 10:00 A.M.
	Revised Due Date:	<b>August 7, 2009 @ 11:00 AM.</b>

The above is hereby changed to read as stated below.

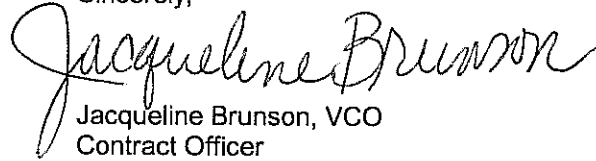
1. Please be advised that the due date is being extended. **The new due date is August 7, 2009 @ 11:00 AM.**
2. Reference Page 3, Section III, Statement of Needs: A. 1 – **Delete** "Non-proprietary USB device interface, minimum 3" **Replace with** "Non-proprietary USB powered device interface, minimum 6"
3. Reference Page 3, Section III, Statement of Needs: A. 2 – **Delete** "Non-proprietary USB device interface, minimum 4" **Replace with** "Non-proprietary USB powered device interface, minimum 6"
4. Reference Page 3, Section III, Statement of Needs: A. 3 – **Add** "Non-proprietary USB device interface, minimum 6"
5. Reference Page 3, Section III, Statement of Needs: A. 2 – **Delete** "hot swappable"

For Informational Purposes Only:

1. **Please be reminded proposals must be received by this office (Second Floor, Room 2059) by the due date and hour (August 7, 2009, 11:00 AM EDT) to be considered.**
2. The attached questions and answers from the pre-proposal conference and additional questions are provided for clarification/information.

NOTE: A signed acknowledgment of this addendum must be received by this office either prior to the proposal due date and hour or attached to your proposal. Signature on this addendum does not constitute your signature on the original proposal. The original proposal document must be signed also.

Sincerely,



Jacqueline Brunson, VCO

Contract Officer

Phone: 804.213.4427

Email: Jacqueline.Brunson@abc.virginia.gov

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Print Name

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Signature

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Name of Firm

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Title

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Date

**RFP #S-021-09 - POINT-OF-SALE HARDWARE  
PRE-PROPOSAL QUESTIONS & ADDITIONAL QUESTIONS**

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**1. What is the contract term with SAP Triversity?**

The contract with SAP is for the maintenance and support of the SAP Point Of Sale Software application in use by the VABC, which has been in production since 2002.

**2. Does VABC have network and or technical support for maintenance of the hardware?**

Yes. The VABC has internal technical Client Services staff supporting the day-to-day operations for Point Of Sale hardware, as well as an external contract for the day-to-day maintenance of the Point Of Sale hardware.

**3. Are merchant services an option for a creative funding option for hardware purchase and installation?**

No.

**4. Did the VABC install its last system internally or use outside contractors?**

Outside contractors.

**5. Will the VABC utilize internal staff to install the POS hardware within the store/s or a combination of internal staff and outside contractor/s?**

Product installation will be based upon the services selected and included in the final contract award.

**6. How does the VABC currently handle software issues?**

The VABC has internal application staff supporting the day-to-day operations for Point Of Sale software, as well as an external contract for the day-to-day maintenance of the Point Of Sale application.

**7. Can the VABC provide a high level overview of the last POS systems installation to include the positive and negative "lessons learned" during implementation?**

Lessons Learned are not available.

**8. Based on the RFP, there is only one week to the proposal submission deadline between the question deadline date and the sealed proposal date. The answers that will be provided to the vendor questions could potentially change the proposed solution being offered. Is there any way the proposal submission deadline of August 3rd can be extended by one week? Under what terms could the deadline be extended?**

The new due is August 7, 2009 @ 11:00 AM, reference addendum #1

**9. Can the VABC give a general consensus that they are pleased with the present system?**

Yes.

10. If a SWAM were to respond as the prime contractor to this RFP and is partnering with another technology integration firm who would be the subcontractor would it be acceptable to have the purchase order issued to the subcontracting company in care of the SWAM company.

No, the purchase order will be issued to the prime contractor only.

11. Are Saturday and Sunday required or excluded as install days?

Saturday and Sunday are not required as install days, but may be included.

12. Are there any data upload / download requirements we will be responsible for?

No

13. Who will be entering Cashier information?

VABC Help Desk

14. Section II, B – States the quantities for each store, as well as the future quantities through 2011, will additional equipment quantities be purchased in the RFP?

The RFP specifies a minimum quantity for 334 stores; however, new stores are added annually. Additional quantities will be purchased in the initial award to add inventory for new stores, hot spares, and QA labs already in existence.

15. Reference Section III. Statement of Needs:

**A. Specific Requirements**

The VABC is anticipating multiple scheduled equipment deliveries during the period of September 2009 through March 2010. Shipments may be processed via drop-ship to multiple locations, or drop-ship to one location. The POS equipment proposed SHALL be an exact and true representation of the actual product offered, and all equipment SHALL be the exact make/model/brand for all 334 VABC retail stores, POS labs and new store inventory.

**Question:**

- a. Will the VABC share its detailed delivery / rollout schedule with the vendors for the time frame discussed above. Details to include store locations and dates of installation.

The specific plans or methodology for providing the proposed goods/services including what, when and how the required goods and services will be performed are to be included the Offerors complete proposal. The VABC will provide the store locations and will coordinate installation dates upon contract award.

16. **Reference Section III. A. Specific Requirements:** Presumably there will be one pilot store and a minimum operational period before going forward with completion POS equipment installation, correct? What are the specific delivery time frames required for the Lab units, 1st pilot, 2nd pilot and full deployment roll out?

As referenced in Section III.A., the VABC is anticipating multiple scheduled equipment deliveries during the period of September 2009 through March 2010. Lab Units (7 stores) should be delivered within one (1) week of contract award. The first pilot (3 stores) should be delivered within two (2) weeks after the Lab Units are provided. The second pilot (30 stores) should be delivered within three (3) weeks after the Lab Units are provided. ABC plans full deployment by March 2010. The offeror should provide detailed plans or methodology for providing the proposed goods/services as outlined in Section 4.B.

17. **Section III.A. Specific Requirements:**

- a. Can VABC publish the IO port requirements?

The POS Hardware setup requirements are public knowledge and the information is posted on-line at <http://www.fujitsu.com/us/services/retailing/support>

- b. Can VABC please define "Memory Stick"? What is it used for? And what are the minimum requirements? Please clarify RAM memory requirements for servers, POS and workstation.

**2GB minimum for server and a minimum of 1GB for other workstations.**

- c. Do all POS peripherals require a USB connection? How many USB interfaces are required – a minimum of four (4) prior to peripheral connectivity, or after peripheral connectivity?

**A minimum of 6 powered USB ports are required, reference addendum #1.**

- d. Can the VABC provide the minimum resolution and color depth requirements for all required monitors, and include the minimum number of impacts and scratch resistance requirements for the Touch Displays?

**Store Server/Licensee Workstation – minimum 1024 X 768 resolution & 24 bit color.  
Registers – minimum 800 X 640 resolution & 16 bit color – 20 million touches and shall utilize scratch resistant technology.**

- e. The register handheld barcode scanners must be capable of 1D and 2D scanning – Will the hardware decode on the physical scanner, or will the software decode in the POS application. If the hardware decodes 1D/2D on the scanner, the exact decode specification is required.

**The SAP POS Application software will decode the 1D/2D barcode.**

- f. Are the scanners required to send readable .asc text data to the POS register?

**Yes**

- g. There is a scanner required for each register installed. Will additional scanners be required for spare parts inventory?

Yes. Please refer to question 14 above.

- h. Please define “hot-swappable” hard drives for the store servers and registers. The Store servers are requested with “hot-swappable” drives. Is this mandatory or can non-hot swappable RAID-1 drives be configured? One (1) 80Gb "hot swappable" SATA Drive, minimum. What are the expected benefits of this requirement? Would a RAID solution be acceptable?

**Hot swappable hard drives are not required for the registers. The registers only require ease of access chassis for the drives. The servers require “Hot Swappable” drives that can be removed and installed while the machine continues to function in a two drive configuration.**

- i. Are integrated speakers desired on the server or workstation?

Speakers are not required on either the server or workstation; however, integrated speakers may be optionally included in the offerors detailed proposal.

- j. Are the Cash Drawer's/Tills and 1 to 1 ratio?

Yes.

- k. Please clarify Register “CD/DVD Reader, RW optional” feature. For the Store Server, is the RW function for the CD/DVD optional or required?

Each register must have a CD/DVD Reader; however, the RW feature is optional.

- l. Please clarify Register Standard 101-key keyboard requirement.

A standard 101-key keyboard is the minimum requirement for each register.

- m. For the Store Servers, Registers and Licensee Workstations, are the specifications listed the exact requirements? Will a processor less than specified be considered by VABC?

The specifications listed are the minimum requirements that will be accepted. Specifications less than specified will not be considered.

- n. Do all the POS System Peripherals need to be identical?

Yes. Please refer to Section III.A., Specific Requirements, paragraph 2.

## **18. Reference Section III. Statement of Needs A:**

### **2. Registers:**

The proposed system must, as a minimum, include the following specifications for cash register lanes in the stores:

- One Intel® Core™2 Duo Processor E7500 3MB L2 Cache, 2.80GHz, 1066 FSB
- 1GB Memory Stick, minimum
- 512MB RAM, expandable to 1GB, minimum

- One (1) 80gb “hot swappable” SATA drive, minimum
- 15” Color LCD Touch Display Monitor, minimum
- 10/100/1000 network interface card
- CD/DVD Reader, RW optional
- Single State Thermal Receipt Printer capable of reading and franking checks, USB and R232 Interface
- Two (2) cash drawers (with ability to open during power outages)
- Standard 101-key keyboard, required
- Non-proprietary USB device interface, minimum 4
- Handheld Barcode Scanner Capable of 1D and 2D Scanning, required
- APC Backup UPS ES 550, minimum
- Surge Protector, 8 outlets minimum
- Drawer, Monitor, Video, Power Cables as required

Note: Register 1 in each store will serve as the backup solution. Maximum base lane system dimensions must not exceed 21” x 22” for all peripherals, with the exception of the monitor.

**Questions:**

Referencing above item Handheld Barcode Scanner Capable of 1D and 2D Scanning required.

1. **Will the VABC be utilizing the scanner for scanning inventory items and reading drivers licenses?**

Yes.

2. **If yes to drivers licenses how many state/s driver licenses will the VABC need to scan?**

All, if possible.

Referencing above item Surge Protector, 8 outlets minimum.

3. **What are the specifications of this surge protector?**

There are no firm specifications; however, recommended 8-Outlet Surge Protector Protectors are available by Belkin and APC. Recommended brand and model is to be included the Offerors complete proposal.

19. **Reference Section III. Statement of Needs: A. 1 & A. 2 - Are there any key legends required for any of the keyboards?**

Not required but an option.

20. **Reference Section III. Statement of Needs: A. 1 - Can we get more detailed information on the model numbers of the Servers being replaced?**

Please refer to Attachment B, Existing POS Equipment Inventory.

21. **Reference Section III. Statement of Needs: A. 2 - APC UPS devices and surge protectors are requested for the Register and Licensee servers but not for the Store servers. Is that**

correct or do all the servers require the UPS and surge protectors? The list of existing equipment has one of each for all installed servers.

Correct, APC UPS devices and surge protectors are not required for the servers.

- 22. Reference Section III. Statement of Needs: A. 2 - Is there a preference for a barcode scanner form factor - i.e. handheld or presentation?**

Register barcode scanners should be similar or like the Motorola Symbol DS6708 or DS9808. If the device proposed is hand-held, they must come with a hands free stand.

- 23. Reference Section III. Statement of Needs: A. 2 - Is the desired POS terminal configuration stacked or dispersed?**

Stacked

- 24. Reference Section III. Statement of Needs: A. 2 - POS registers, page 4 second paragraph references that the SAP solution has been validated with Windows XP for the registers. Can you please be more specific as to which Windows XP has been validated?**

We have register models that operate with the following versions of XP including:

- a. Windows XP - Professional
- b. Windows XP Embedded
- c. WePOS (Windows embedded POS)

- 25. Reference Section III. Statement of Needs: A. 2 - POS/Workstation Solution:**

Are multiple manufacturer's acceptable for the POS/Workstation solution if all specifications are met? For example, Symbol scanner, HP Monitor, HP POS, Epson Printer, Third party register, etc?

Yes, multiples are fine, but should be uniform.

- 26. Reference Section III. Statement of Needs: A. 2 - It is understandable that all items will be uniformed in color, but you may want to ask that question as well to confirm. (maybe a silver monitor and a black POS/Workstation chassis). Is there a color preference for any of the equipment?**

No preference, but uniform in color.

- 27. Referencing page 5 Section 2, Registers, line item; The hand held scanner capable of 1d and 2d scanning. Does the current POS software have the capability of reading the input from the canned drivers license and decoding that data?**

Yes

- 28. Reference Section III. Statement of Needs: A. 2 - Is VABC planning to power all POS peripherals from the POS unit, including the display? Is this taken into account on the port numbers?**



Yes

- 29. Reference Section III. Statement of Needs: A. 2 - Cash Drawer - ability to open during power outages. Is a drawer key lock acceptable for this requirement?**

Yes, a drawer key lock is acceptable

- 30. Reference Section III. Statement of Needs: A. 2 - Are there any physical size constraints at the store locations for**
- a. Register Height**
  - b. Cash Drawers**
  - c. Licensee Workstations.**

As outlined in Section III.A.2, existing footprints of current Register environment should not be exceeded. There are no physical size constraints for the Licensee Workstations.

- 31. Reference Section III. Statement of Needs: A. 2 - Would you like a starter kit of consumables to go with the store shipment?**

This is not applicable to this RFP; however, offeror may provide a list of preferred vendors who can provide the consumables for the proposed POS equipment.

- 32. Reference Section III. Statement of Needs: - How will the SAP Licensing be done? (Individual Store or Blanket). OS Registration. How will this be done? You requested a fully functioning POS system but indicated that there was no OS/application licensing or maintenance required. Will you be supplying the OS licensing with the image?**

As outlined in Section III, Statement of Needs, all applications and associated software will be the responsibility of the ABC. Licenses are issued on a "per seat" basis.

- 33. Reference Section III. Statement of Needs: A. 2 - Are there any battery backup or power conditioner requirements for the Store Server?**

No.

- 34. Reference Section III. Statement of Needs: A. 2 -Will the state provide replication licenses (i.e., Ghost, Rapid Deploy, or similar) for the purpose of imaging?**

No.

- 35. Reference Section III. Statement of Needs: A. 2 & A. 3 - Based on what level of Windows XP the SAP solution will run will determine which model(s) we propose to VA ABC.**

Windows XP - Professional

- 36. Reference Section III. A:**

**3. Licensee Workstations:**

The POS system hardware equipment replacement excludes the following items:

- Verifone MX870 Devices
- Symbol Wireless Handheld Devices
- HP LaserJet Printers
- Access Point Devices
- Electrical work external to any POS System
- OS/Application Licensing or Maintenance
- Accessories, Attachments, or other Non-POS Devices
- POS Hardware Maintenance (outside of stated manufacturer's warranty and support)
- IT Infrastructure (Computing and Networking Environment)

**Question:**

Referencing above item OS/Application Licensing or Maintenance.

**What OS will the application utilize?**

Please refer to RFP, Section III, Statement of Needs, paragraph three.

- 37. Reference Section III. Statement of Needs: A. 3- There are 8 port network switches listed as existing equipment but none were requested for the refresh, are they needed?**

No, network switches are not included in this RFP.

- 38. Reference Section III. Statement of Needs: A. 4 - What is required to be presented at the Store / Headquarters? Operator manuals, Technical manuals?**

As referenced in Section III.A.4, the system must include electronic media of all systems components (e.g., manuals, reference guides, etc.). Please include the type of system documentation to be provided in the proposal response.

- 39. Reference Section III. A:**

**5. *Additional Services***

Optional services in this Request for Proposal include, but are not limited to:

- On-Site Hardware Installation
- POS SAP/Triversity 9.5 Software Pre-Ship Imaging
- Removal and/or Destruction of existing POS equipment
- POS Hardware Data Destruction & Certification
- Existing POS Hardware Equipment Trade-In
- Leasing Options

Offerors are to provide a cost for all required and desired services in the Pricing Schedule and on Attachment A.

Additionally, please state whether or not you are willing to accept a trade-in value for any or all of the disposed equipment from VABC. A list of equipment is included Attachment B. Provide the trade-in value of the equipment in the Pricing Schedule.

**Questions:**

Referencing above item POS SAP / Triversity 9.5 Software Pre Ship Imaging.

1. **Will there be separate images for Store Servers, Registers and Licensed Workstations?**

Yes.

2. **What image/s type will the VABC supply?**

All required images.

3. **How large are the image/s?**

We currently have potential to grow to 10g  
Primary Server approximate 7.0g  
Bkup Server approximate 4.0g  
Each Register 4.0g  
Number of Images 6

4. **Will the VABC require vendor assistance in creating and testing the final image/s on the awarded vendors hardware for complete validation of the image/s?**

If imaging is included in the awarded contract, yes, the VABC will require vendor assistance in creating and testing the final image on the selected hardware. If imaging is not included, vendor assistance will not be required.

40. **Does the VABC want a totally integrated POS register which will ship in one box (hardware components completely assembled with SAP/POS image)?**

Imaging is an optional service, and shipping options will be evaluated. Recommendations and cost to be included the Offerors complete proposal.

41. **Section III, A.5 – For optional installation services, is there a specific time to perform the installs in the stores (e.g, before the store opens, or after the store closes)?**

Yes, before of after the store opens or closes.

42. **Reference Section III. Statement of Needs: A. 5 - Are the external modems still a requirement or is all communications now done via TCP/IP?**

Yes external modems are required. Phone modems are our Backup communications if TCP/IP is down.

43. **Reference Section III. Statement of Needs: A. 5 - Is there a type of lease that is preferred? \$1 Buy Out, Fair Market Value, Replace equipment after a certain lease term?**

No. Recommendations should be included in the offeror's specific plans and methodology for providing the proposed goods and services.

44. **Reference Section III. Statement of Needs: A. 5 - How is store training being done?**

VABC does not envision any additional training. If so, it will be provided by VABC.

- 45. Reference Section III. Statement of Needs: A. 5 -Are test scripts available for installation test? If not, what assumptions should be made about system test time?**

The checklist will be confirmed between the VABC and the vendor after contract award.

- 46. Reference Section III. Statement of Needs: A. 5 - Are there any re-configuration requirements for the Handheld device, Access Point, or Credit /Debit device?**

Reconfiguration requirements for POS system hardware excluded from the RFP will be handled by the VABC Client Services Help Desk.

- 47. Reference Section III. Statement of Needs: A. 5 - Is any on-site monitoring required after install? If so, what is the requirement?**

All new equipment should power on & communicate to the VABC Network. A VABC technician will release the installer once all systems pass and store is operational.

- 48. Reference Section III. Statement of Needs: A. 5 -What are the interface requirements for the items not being replaced?**

The current interface requirements include both Serial and USB.

- 49. Reference Section III. Statement of Needs: A. 5 -Are there any plans to expand the number of devices being plugged into the POS.? Are Asset tags required? Who will provide them?**

No, not currently but units should be capable of expansion.

- 50. Reference Section III. Statement of Needs: A. 5 -How are the stores supported with regards to first line support?**

VABC Help Desk

**51. Section III. A. 5: Additional Services:**

- a. POS 9.5 Software Pre-Ship Imaging – How will the images be created, who will create the images, will multiple images be required, and will the vendor be involved in image creation?

The VABC Client Services Help desk will create all required images to support the new POS Hardware platform and vendor assistance will be required to test the hardware with image prior to shipping.

- b. If the vendor performs the installation of the new POS hardware, is the vendor responsible for the repair and/or replacement, including troubleshooting, of non-functioning devices/connectivity. Are there any infrastructure requirements with regards to low voltage wiring?

No. The vendor will be responsible for the repair and/or replacement of non-functioning POS hardware provided in response to the RFP; however, the VABC will be responsible for all POS hardware provided outside of the RFP, in-store cabling, and electrical/power repair.

- c. For POS Data Destruction and Certification, does certification apply to DoD Standards? Non-proprietary USB device interface, minimum 4. Please clarify the USB requirements? Is this PC standard USB or Powered USB?

Yes. Please refer to the link provided in Section IV.B.5.d.

- d. For “optional” Pre-Ship Imaging services, are generalize images or detailed images required? How will configurations be processed for the stores? What configuration is required at the store? Are there any Third Party Applications requiring Store Configuration?

The VABC will develop a generalized image and provide to vendor for configuration on the POS hardware to include OPOS. The PLUs will reside at the ABC Central Office. After equipment delivery and installation, VABC Client Services will configure the detailed perimeters required for each store image (e.g., Store Name, IP address, etc.).

- e. Does the VABC have dedicated manpower to support the installation and rollout efforts for the new POS Hardware?

The VABC does have dedicated manpower to support both the installation and rollout efforts. These requirements will be reviewed and evaluated in conjunction with the offeror’s specific plans and methodology for providing the proposed goods and services.

- f. If the offeror includes the lease option in their proposal, is there an opportunity to provide additional optional services in the lease price per store per month?

Yes. Leasing is an option, and additional optional services can be itemized or bundled in the lease cost.

**52. If there is an opportunity for contract roll-up and roll-out which can reduce the roll-out window, is the VABC interested?**

While the rollout window is not included as a separate detailed item in the RFP, the timeline for providing the goods and services is detailed in Section 4.B.5 and should be included in the offeror’s complete proposal.

**53. Reference number 5e in section IV on page 10:**

**“Refresh cycle of system hardware over contract period”**

**Could you please elaborate for us what Virginia ABC means by this statement. Is it a reference to the lease option you have requested or does it refer to some other point you wish to have clarified with our response.**

The refresh cycle refers to all equipment recommended by the Offeror in their proposed solution. Based on the manufacturer’s end-of-life (EOL) of the proposed equipment, the VABC is interested in the recommended refresh period (replacement) for the proposed POS equipment solution (e.g., 36-48-60 months).

- 54. Reference Section IV. Proposal Preparation and Submission Instructions: B. 4 - Personnel and Subcontractors - Names, qualifications and experience of personnel and subcontractors to be assigned to the project. Resumes - Resumes of staff and subcontractors to be assigned to the project. The RFP is for the primary purpose of purchasing hardware. Please clarify for what type of personnel you would like names, qualifications and resumes provided.**

The names, qualifications and resumes of staff and subcontractors to be assigned to the project should be included in the written narrative statement, as outlined in Section IV.B.4. This information will support the POS hardware system replacement as well as the optional services as outlined in Section III., A.5.

- 55. Reference Section V.A. 5., will the VABC share the SWaM formula?**

Please refer to [www.eva.virginia.gov/buyers](http://www.eva.virginia.gov/buyers) APSPM Manual Tab. Reference Chapter 7 – Competitive Negotiation, Annex 7-B Sample Format and Step by Step Procedures, page 163.

- 56. Reference Section VI. Reporting, Delivery, Installation and Acceptance:**

***D. Product Installation (Optional Service)***

Unless otherwise agreed, Supplier shall provide the initial installation of all equipment at specified rates provided in the Pricing Schedule. Installation shall include: unpacking, removal of all shipping/packing materials, positioning, connecting to internal utility services, testing, and related necessary services to allow for Acceptance by Agency.

All equipment installations shall comply with building and facilities standards established by VABC. If VABC installs the equipment, Supplier shall provide all reasonably necessary telephone assistance at no charge.

**Questions:**

Referencing paragraph one sentence two, “Installation shall include: unpacking, removal of all shipping/packing materials, positioning, connecting to internal utility services, testing, and related necessary services to allow for Acceptance by Agency”.

- 1. Detail internal utility services, testing and related necessary services to allow for Acceptance by Agency?**

Internal utility services include ensuring adequate power sources and connectivity is available and utilized to install the fully functioning equipment (e.g., no daisy-chaining of power cords, etc.). Testing and related necessary services includes the power-up and testing of POS hardware to ensure it is fully functioning and operational (with SAP software) at the time of installation.

Referencing paragraph two sentence two, “If VABC installs the equipment, Supplier shall provide all reasonably necessary telephone assistance at no charge.

- a. Detail all reasonably necessary telephone assistance?**

Telephone assistance to be provided to VABC 7:00 AM to 10:00 PM Monday through Saturday, and 12:00 Noon - 7:00 PM Sunday (excluding New Year’s Day, Memorial Day, Labor Day, Thanksgiving Day, and Christmas Day) for problem reporting,

escalation, diagnostic assistance, and resolution for hardware failures (e.g., DOA equipment, damaged equipment, etc.).

- 57. Reference Section VI. Proposal Preparation and Submission Instructions: A. & F. - Since on-site hardware installation is optional, will the ABC Board accept the hardware invoice as a single order to be warehoused by the ABC Board and/or vendor, or do you expect this order to be billed over the period of the planned deployment?**

As outlined in Section VI, Reporting, Delivery, Installation and Acceptance, the VABC anticipates billings to occur over the period of the contract.

- 58. Section VI., Reporting, Delivery, Installation and Acceptance:**

- a. Product installation does not include a reference to prior system removal. Is it safe to assume the vendor will walk into the ABC store and all other system equipment will be removed and the store will be ready for the new system installation?

If installation is included as an optional service in the award, the Additional Services outlined in Section III.A.5, to include removal and/or destruction, may also be included in the award, or these services may be provided through a separate contract.

- b. Please clarify “transfer of warranty.”

For all POS hardware goods purchased by from Seller, the manufacturer warranty (e.g., the warranty provided by the manufacturer of the equipment) that is extended to VABC can be utilized by the VABC hardware maintenance provider upon product acceptance.

- 59. Reference Section VI. Reporting, Delivery, Installation and Acceptance: D. - If yes to 2a what is the data stream being passed from the scanner to the POS software?**

ASCII

- 60. Reference Section VI. Reporting, Delivery, Installation and Acceptance: D. - For the store installation process what hours is the VABC help desk staff available to remotely dial into the new POS system and parameterize the POS application?**

If included as an optional service in the contract award, the VABC will schedule installation and support based upon the agreed-to rollout schedule with the selected vendor.

- 61. Reference Section VI. Reporting, Delivery, Installation and Acceptance: D. - If these hours of operation are not 24 hours per day is the VABC flexible to schedule the help staff to accommodate installation/s outside normal help desk staff working hours?**

Yes, see answer #60.

- 62. Reference Section VI. Reporting, Delivery, Installation and Acceptance: D. - Questions on the time frame stores poll their daily sales data and batch credit cards information to headquarters / processor. What time of the day does the polling process happen? How long does the process take? At what time of the day do the stores poll there data to headquarters and batch credit cards for the day?**

12 am to 2 am. VABC will perform a special poll to accommodate the upgrade if needed.

- 63. Reference Section VI. Proposal Preparation and Submission Instructions: D. - Will the manager be available to provide access for removal of the replaced equipment the day after install?**

Yes

- 64. Reference Section VI. Proposal Preparation and Submission Instructions: D. - Will VA ABC own the Staging/Integration work instructions and the Installation instructions?**

YES

- 65. Reference Section VI. Proposal Preparation and Submission Instructions: D. - Product Installation. Does ABC want the Old POS HW System removed from the premises at the same time as the installation or does the old system remain on site during the 30 day trial period?**

If Product Installation is included as part of the contract award as an optional service, removal of the old equipment to be completed on or before product acceptance (see Section VI.E.).  
Recommendation to be included the Offerors complete proposal.

- 66. Reference Section VI. Reporting, Delivery, Installation and Acceptance: D. -Will the VABC accept installation of the system during working store hours?**

No

- 67. Reference Section VI. Proposal Preparation and Submission Instructions: D. -Will we be required to record Serial number and Asset Tag information?**

As outlined in Section VI.D., these may be included as related necessary services during Product Installation.

- 68. Reference Section VI. Reporting, Delivery, Installation and Acceptance: H. - If parts and labor are included for a 1, 2 or 3 year time, would the customer accept the following- warranty parts and potentially labor are included opposed to having parts stocked for their internal Helpdesk/Onsite Technicians?**

This is not applicable to this RFP, except as provided in Section VI. H.

- 69. Reference Section VI. Proposal Preparation and Submission Instructions: H. - What are the ongoing maintenance requirements after the warranty expires?**

As outlined in Section VI.H, ongoing maintenance will be handled by the designated VABC hardware maintenance service provider.

- 70. Reference Section XI Pricing Schedule:**



- a. In order to provide a trade-in value for existing POS Hardware Equipment, can the VABC provide a list of the existing equipment with serial numbers?

**A list of existing equipment is provided in Attachment B (approximate counts); however, there a current inventory of serial numbers for the POS equipment is not available**

- b. What are the business hours to support “requested services outside applicable hours of service”? What are the time and day requirements for installation?

**Either early morning (5 AM to 9:00 AM) or late evening (10 PM to 1 AM) for installation.**

**71. Reference Attachment A, if more lines are required to list the detailed components for the POS equipment, how would you like that handled?**

Please attach additional sheets, as necessary, to Attachment A in your final proposed solution.